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## Unit 5: General Staff Functions

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## **Objectives**

At the end of this unit, the participants should be able to describe the roles and functions of the:

- Operations Section.
  - Planning Section.
  - Logistics Section.
  - Finance/Administration Section.
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## **Scope**

- Unit Introduction
  - Unit Objectives
  - Expanding Incidents
  - General Staff
  - Operations Section
    - Responsibilities
    - Modular Structure
  - Position Titles
  - Planning Section
    - Resources Unit
    - Situation Unit
    - Documentation Unit
    - Demobilization Unit
    - Technical Specialists
  - Logistics Section
    - Service Branch – Communications Unit, Medical Unit, Food Unit
    - Support Branch – Supply Unit, Facilities Unit, Ground Support Unit
  - Finance/Administration Section
    - Time Unit
    - Procurement Unit
    - Compensation/Claims Unit
    - Cost Unit
  - General Staff Functions: Case Study
  - Summary
-

**Methodology**

The instructors will outline this unit's objectives. They will then explain that as incidents expand, there may be need to add supervisory layers to the organization structure. This unit will describe these layers in depth and, specifically, will explain the role of the General Staff in the ICS structure.

The instructors will summarize the role of the Operations Section Chief. The instructors will then overview the key Operations Section tasks. The instructors will then outline how use of Divisions, Groups, and Branches helps manage the span of control. The instructors will explain these supervisory levels and when they are used. The instructors will further explain the role of Task Forces, Strike Teams, and Single Resources.

The instructors will then explain the importance of using specific ICS position titles. They will identify the titles for all ICS supervisory levels. To check their understanding, the participants will answer five questions about the Operations Section. The instructors will then transition to the next section of the unit – the Planning Section.

The instructors will present the role of the Planning Section Chief. The instructors will then overview the key Planning Section tasks, and discuss the roles of the four Planning Section Units. They will also explain the use of Technical Specialists. To ensure comprehension, the participants will answer questions about which Planning Section Unit they would go to in order to complete a specific task.

The instructors will then identify the tasks of the Logistics Section and the role of the Logistics Section Chief. The instructors will then describe the Service Branch and the Support Branch and their corresponding Units. To ensure comprehension, the participants will answer questions about which Logistics Section Unit they would go to in order to complete a specific task.

The instructors will then present the role of the Finance/Administration Section Chief describing her role. The instructors will then outline the major tasks of the Finance/Administration Section. The instructors will then describe each of the four Finance/Administration Section Units. To ensure comprehension, the participants will answer questions about which Unit they would go to in order to complete a specific task.

To summarize the unit, the instructors will present a scenario in which the participants must answer questions that assess their understanding of the role of the General Staff. After discussing the questions based on the scenario, the instructors will ask the participants if they have met the learning objectives for this unit.

**Time Plan**

A suggested time plan for this unit is shown below. More or less time may be required, based on the experience level of the group.

<b>Topic</b>	<b>Time</b>
Unit Objectives	5 minutes
Expanding Incidents	5 minutes
General Staff	5 minutes
Operations Section & Position Titles	25 minutes
Planning Section	20 minutes
Logistics Section	20 minutes
Finance/Administration Section	20 minutes
Summary	5 minutes
<b>Total Time</b>	<b>1 hour 45 minutes</b>



Visual 5.1

## Unit 5: General Staff Functions



**Visual Description:** Unit Introduction

### Instructor Notes

Tell the participants that this unit will provide an overview of ICS General Staff functions.

## Topic

## Unit Objectives



Visual 5.2

**Unit Objective**

Describe the roles and functions of the General Staff including:

- Operations Section
- Planning Section
- Logistics Section
- Finance/Administration Section



Unit 5:  
General Staff Functions

Visual 5.2

**Visual Description:** Unit Objectives

**Instructor Notes**

Tell participants that by the end of this unit, they should be able to describe the roles and functions of the:

- Operations Section
- Planning Section
- Logistics Section
- Finance/Administration Section

## Topic

## Expanding Incidents



Visual 5.3



**Visual Description:** Expanding Incidents

**Instructor Notes**

Explain that as incidents expand, there may be the need to add supervisory layers to the organizational structure.

Point out that as the graphic on the visual shows, the Incident Commander may need to add Sections – such as an Operations Section. In addition:

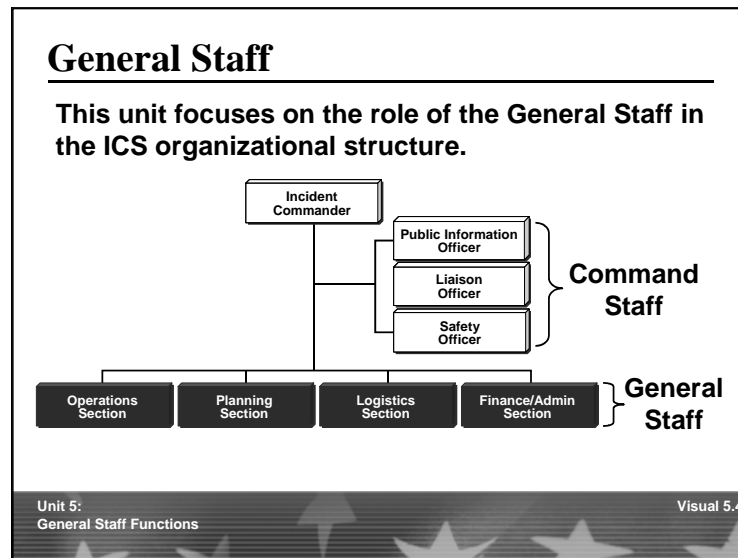
- The Operations Section may need to add Branches.
- If the incident expands further, the Operations Section may divide the Branches into Divisions or Groups.
- For even larger incidents, the Groups may need to be divided into Units or Single Resources.

Tell the participants that this unit will explain these components of the ICS organizational structure in depth.





Visual 5.4



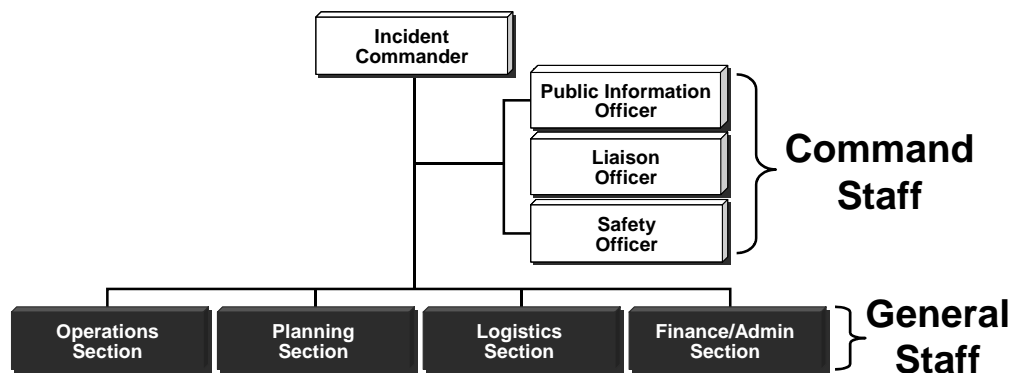
**Visual Description:** General Staff includes the Operations Section, Planning Section, Logistics Section, and the Finance/Admin Section.

### Instructor Notes

Tell the group that as the previous visual showed, there may be the need to add to the ICS organizational structure. This unit focuses on the role of the General Staff.

As illustrated on the visual and below, the General Staff includes the:

- Operations Section.
- Planning Section.
- Logistics Section.
- Finance/Administration Section.





Visual 5.5

## Operations Section Chief



Operations Section Chief

### The Operations Section Chief:

- Develops and implements strategy and tactics to carry out the incident objectives.
- Organizes, assigns, and supervises the tactical field resources.
- Supervises air operations and those resources in a Staging Area.

Unit 5:  
General Staff Functions

Visual 5.5

**Visual Description:** Role of Operations Section Chief

### Instructor Notes

Tell the participants that the role of the Operations Section Chief includes the following:

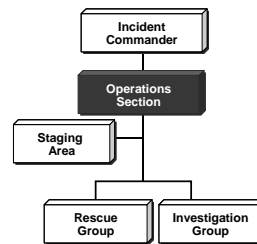
- Develops and implements strategy and tactics to carry out the incident objectives.
- Organizes, assigns, and supervises the tactical field resources.
- Supervises air operations and those resources in a Staging Area.



Visual 5.6

### Operations Section

- Directs and coordinates all incident tactical operations.
- Is typically one of the first organizations to be assigned to the incident.
- Expands from the bottom up.
- Has the most incident resources.
- May have Staging Areas and special organizations.



Unit 5:  
General Staff Functions

Visual 5.6

**Visual Description:** Operations Section

### Instructor Notes

Note that the Incident Commander or Operations Section Chief at an incident may work initially with only a few single resources or staff members. The organization will expand to include needed levels of supervision as more and more resources are deployed.

Explain that the Operations Section is responsible for directing and coordinating all incident tactical operations.

Review the following key points with the group:

#### The Operations Section:

- Is typically one of the first organizations to be assigned to the incident.
- Develops from the bottom up.
- Has the most incident resources.
- May have Staging Areas and special organizations.



Visual 5.7

### Operations Section Challenges



Operations Section Chief

- It is critical to organize field resources and maintain span of control by using Branches and Groups.
- In complex incidents, there may be a Deputy Operations Section Chief.
- The Operations Section Chief depends on the rest of the General Staff for support.

Unit 5:  
General Staff Functions

Visual 5.7

**Visual Description:** Operations Section Challenges

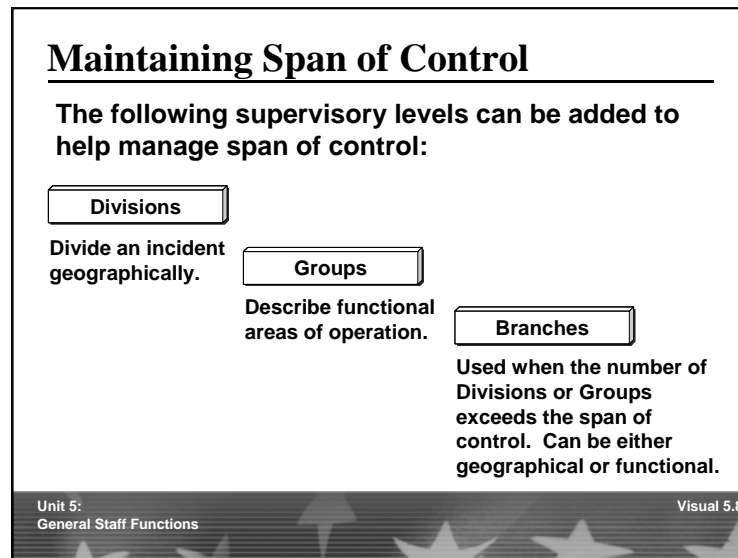
### Instructor Notes

Tell the participants that the challenges of the Operations Section include the following:

- It is critical to organize field resources and maintain span of control by using Branches and Groups.
- In complex incidents, there may be a Deputy Operations Section Chief.
- The Operations Section Chief depends on the rest of the General Staff for support.



Visual 5.8



**Visual Description:** Maintaining Span of Control

### Instructor Notes

Explain that the Operations function is where the tactical fieldwork is done. Therefore, most incident resources are assigned to the Operations Section. Often the most hazardous activities are carried out there, so it is necessary to carefully monitor the number of resources that report to any one supervisor.

Tell participants that the following supervisory levels can be added to help manage the span of control in the Operations Section:

- **Divisions** are used to divide an incident geographically.
- **Groups** are used to describe functional areas of operation.
- **Branches** are used when the number of Divisions or Groups exceeds the span of control and can be either geographical or functional.

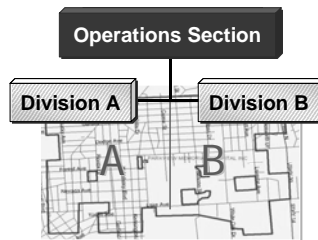
Tell the participants that the next visuals will explain Divisions, Groups, and Branches in more detail.



Visual 5.9

### Operations Section: Divisions

- Divided geographically based on the needs of the incident.
- Labeled using alphabet characters (A, B, C, etc.).
- Managed by a Supervisor.



Unit 5:  
General Staff Functions

Visual 5.9

**Visual Description:** Operations Section: Divisions

### Instructor Notes

Tell the participants that Divisions are used to divide an incident geographically. Explain that:

- Divisions are usually labeled using alphabet characters (A, B, C, etc.). Other identifiers may be used as long as Division identifiers are known by assigned responders.
- A Division is managed by a Supervisor.

Emphasize that the important thing to remember about ICS Divisions is that they are established to divide an incident into geographical areas of operation.



Visual 5.10

### Operations Section: Groups

- Established based on the needs of an incident.
- Labeled according to the job that they are assigned.
- Managed by a Supervisor.
- Work wherever their assigned task is needed and are not limited geographically.



Unit 5:  
General Staff Functions

Visual 5.10

**Visual Description:** Operations Section: Groups

### Instructor Notes

Tell the participants that Groups are used to describe functional areas of operation.

Review the following key points about Groups with the participants.

Groups:

- Are established based on the needs of an incident.
- Are labeled according to the job that they are assigned (e.g., Health and Safety Group, Public Works Group).
- Are managed by a Supervisor.
- Work wherever their assigned task is needed and are not limited geographically.

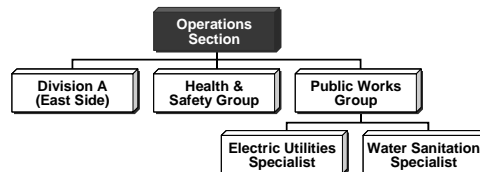


Visual 5.11

### Operations Section: Divisions & Groups

#### Divisions and Groups:

- Can be used together on an incident.
- Are at an equal level in the organization. One does not supervise the other.



Unit 5:  
General Staff Functions

Visual 5.11

**Visual Description:** Operations Section: Divisions and Groups

### Instructor Notes

Explain that Divisions and Groups:

- Can be used together on an incident.
- Are at an equal level in the organization. One does not supervise the other.

Emphasize that when a Group is working within a Division on a special assignment, Division and Group Supervisors must closely coordinate their activities.

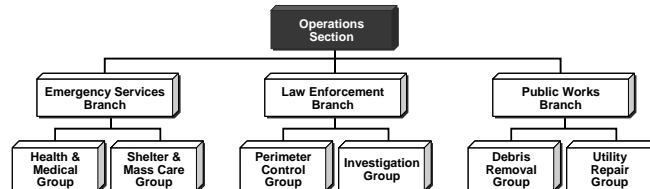




Visual 5.12

### Operations Section: Branches

- Established if the number of Divisions or Groups exceeds the span of control.
- Have functional or geographical responsibility for major parts of incident operations.
- Identified by Roman numerals or functional name.
- Managed by a Branch Director.



Unit 5:  
General Staff Functions

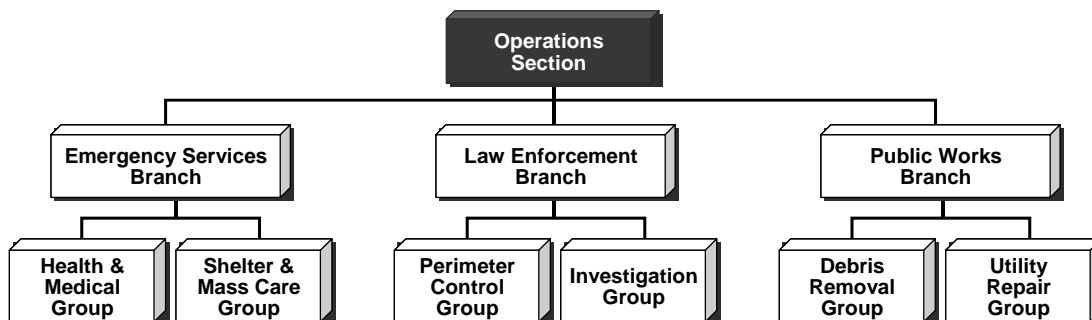
Visual 5.12

**Visual Description:** Operations Section: Branches

### Instructor Notes

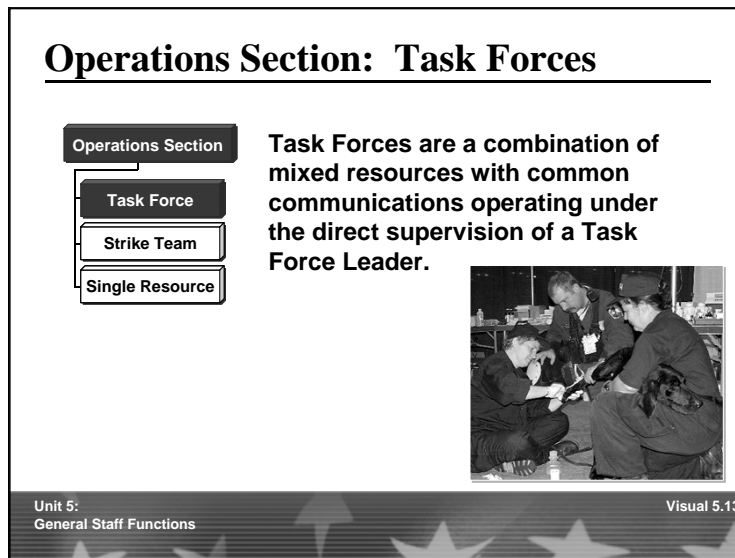
Explain that if the number of Divisions or Groups exceeds the span of control, it may be necessary to establish another level of organization within the Operations Section, called Branches.

Point out that the chart on the visual shows the Operations Section being divided into 3 Branches and then each Branch being further divided into 2 Groups.





Visual 5.13



**Visual Description:** Operations Section: Task Forces

### Instructor Notes

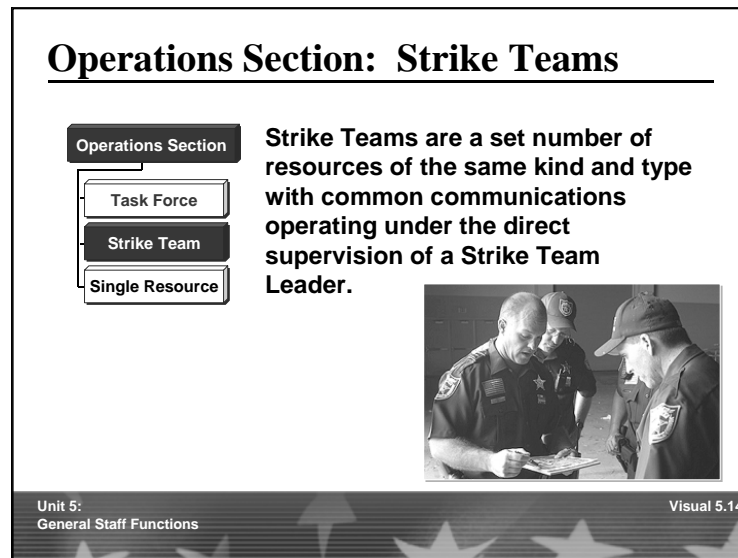
Explain that Task Forces:

- Are a combination of mixed resources with common communications operating under the direct supervision of Leader.
- Can be versatile combinations of resources and their use is encouraged. The combining of resources into Task Forces allows for several resource elements to be managed under one individual's supervision, thus lessening the span of control of the Supervisor.

As the chart on the visual shows, Task Forces are part of the Operations Section.



Visual 5.14



**Visual Description:** Operations Section: Strike Teams

### Instructor Notes

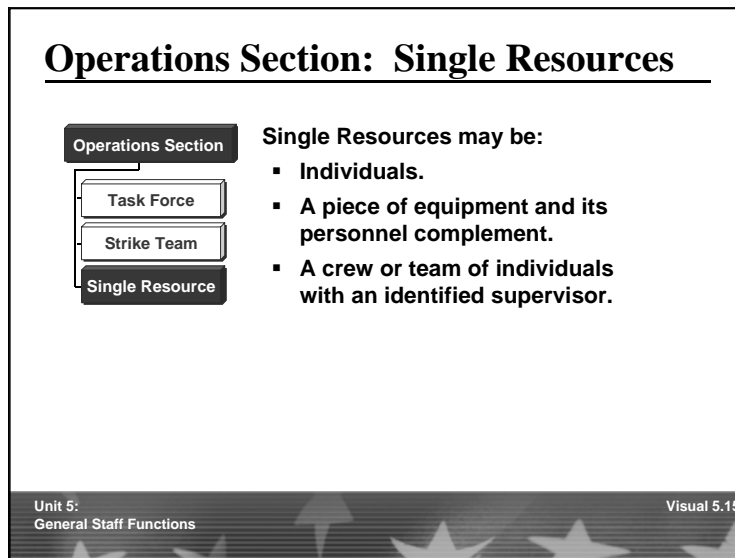
Explain that Strike Teams are:

- A set number of resources of the same kind and type with common communications operating under the direct supervision of a Strike Team Leader.
- Highly effective management units. The foreknowledge that all elements have the same capability and the knowledge of how many will be applied allows for better planning, ordering, utilization, and management.

As the chart on the visual shows, Strike Teams are part of the Operations Section.



Visual 5.15



**Visual Description:** Operations Section: Single Resources

### Instructor Notes

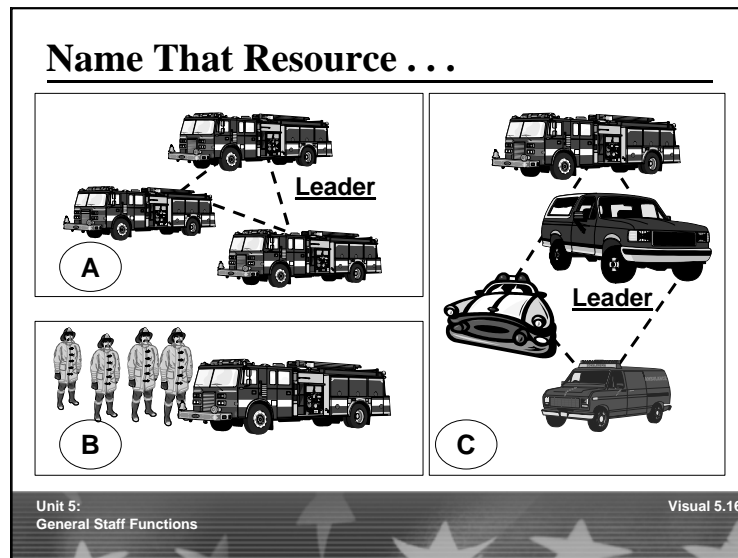
Tell the participants that Single Resources may be:

- Individuals.
- A piece of equipment and its personnel complement.
- A crew or team of individuals with an identified supervisor

As the chart on the visual shows, Single Resources are part of the Operations Section.



Visual 5.16



**Visual Description:** Name That Resource

### Instructor Notes

Refer the participants to the following graphics on the visual:

- A. Three identical fire engines. One fire engine is designated the Leader.
- B. Four firefighters and one fire engine.
- C. Fire Engine, Fire Chief's Vehicle (designated as the Leader), Patrol Car, and Ambulance.

Ask the participants to name each type of resource. Make sure that the participants understand the following correct answers:

**A. = Strike Team:** A specified combination of the same kind and type of resources with common communications and a Leader.

**B. = Single Resource:** An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work Supervisor that can be used on an incident.

**C. = Task Force:** A combination of single resources assembled for a particular tactical need with common communications and a Leader.



Visual 5.17

### Use of Position Titles

Using specific ICS position titles:

- Provides a common standard for performance expectations.
- Helps to ensure that qualified individuals fill positions.
- Standardizes communication.
- Describes the responsibilities of the position.

Unit 5:  
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Visual 5.17

**Visual Description:** Use of Position Titles

### Instructor Notes

Explain that throughout the ICS organization, individuals with primary responsibility positions have distinct titles.

Tell the participants that using specific ICS position titles:

- Provides a common standard for performance expectations.
- Helps ensure that qualified individuals fill positions.
- Standardizes communication.
- Describes the responsibilities of the position.



Visual 5.18

### ICS Supervisory Position Titles

Titles for all ICS supervisory levels are shown in the table below.

Organizational Level	Title	Support Position
Incident Command	Incident Commander	Deputy
Command Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A
Unit	Leader	Manager
Strike Team/Task Force	Leader	Single Resource Boss

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Visual 5.18

**Visual Description:** Table of ICS Supervisory Position Titles

### Instructor Notes

Explain that this visual includes titles for all ICS supervisory levels.

Review the information in the table:

Organizational Level	Title	Support Position
Incident Command	Incident Commander	Deputy
Command Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A
Unit	Leader	Manager
Strike Team/Task Force	Leader	Single Resource Boss



Visual 5.19

### Knowledge Review (1 of 5)

Two Supervisors have been dispatched with resources (personnel and equipment) to evacuate homes within the potential hazard zone. One Supervisor has responsibility for the east side of the community and the other has responsibility for the west side.

What type of ICS organizational structure is being described?



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Visual 5.19

**Visual Description:** Knowledge Review (1 of 5)

### Instructor Notes

Tell the participants to review the situation on the visual:

Two Supervisors have been dispatched with resources (personnel and equipment) to evacuate homes within the potential hazard zone. One Supervisor has responsibility for the east side of the community and the other has responsibility for the west side.

Ask the participants the following question:

**What type of ICS organizational structure is being described?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is Divisions. Divisions are used to divide an incident geographically. The person in charge of each Division is designated as a Supervisor.

These resources (personnel and equipment) would be organized into Divisions because they are assigned different geographic areas to evacuate.





Visual 5.20

### Knowledge Review (2 of 5)

Several utility crews have been organized under a single Supervisor in order to coordinate their repairs of downed power lines.

What type of ICS organizational structure is being described?



Unit 5:  
General Staff Functions

Visual 5.20

**Visual Description:** Knowledge Review (2 of 5)

### Instructor Notes

Tell participants to review the situation on the visual.

Several utility crews have been organized under a single Supervisor in order to coordinate their repairs of downed power lines.

Ask the group the following question:

**What type of ICS organizational structure is being described?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is Groups. Groups are used to describe functional areas of operation. The person in charge of each Group is designated as a Supervisor.



Visual 5.21

### Knowledge Review (3 of 5)

HazMat specialists, sanitation workers, and disposal equipment are grouped together, under the direct supervision of a Leader, to handle the removal of hazardous waste.

What type of ICS organizational structure is being described?



Unit 5:  
General Staff Functions

Visual 5.21

**Visual Description:** Knowledge Review (3 of 5)

### Instructor Notes

Tell participants to review the situation on the visual.

HazMat specialists, sanitation workers, and disposal equipment are grouped together, under the direct supervision of a Leader, to handle the removal of hazardous waste.

Ask the group the following question:

**What type of ICS organizational structure is being described?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is Task Force. Task Forces are a combination of mixed resources with common communications operating under the direct supervision of a Leader.

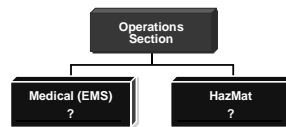
HazMat specialists, sanitation workers, and disposal equipment would be grouped together in a Task Force. A Leader is assigned to supervise a Task Force.



Visual 5.22

### Knowledge Review (4 of 5)

As incident objectives and resources expand, the Operations Section Chief begins organizing resources into functional areas that are managed by a Supervisor.



On the organizational chart, the title of each component would be a \_\_\_\_\_.

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General Staff Functions

Visual 5.22

**Visual Description:** Knowledge Review (4 of 5)

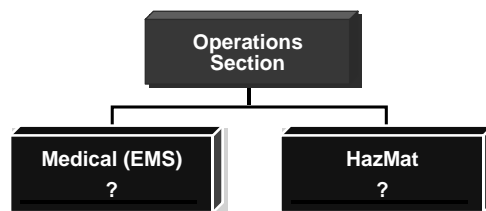
### Instructor Notes

Tell the participants to review the situation on the visual.

As incident objectives and resources expand, the Operations Section Chief begins organizing resources into functional areas that are managed by a Supervisor.

Ask the group the following question:

**On the organizational chart, the title of each component would be a \_\_\_\_\_.**



Caption: Organizational chart showing Operations Section and below it two components titled "Medical (EMS)" and "HazMat."

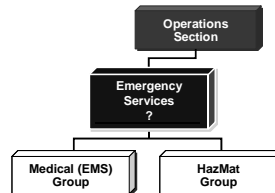
Allow time to respond. If not mentioned, tell the participants that the correct answer is Group. Groups describe functional areas of operation.



Visual 5.23

### Knowledge Review (5 of 5)

As the operation expands even further, the Operations Section Chief appoints a Director to manage the Groups.



On the organizational chart, the title of the organizational component managed by a Director would be called the Emergency Services \_\_\_\_\_.

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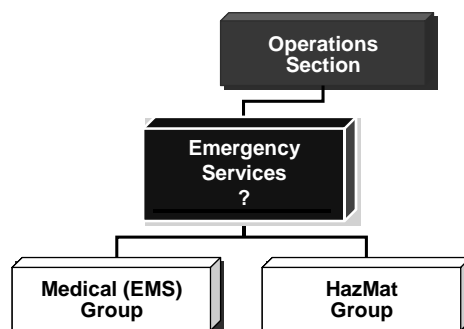
Visual 5.23

**Visual Description:** Knowledge Review (5 of 5)

### Instructor Notes

Tell participants to review the situation on the visual. As the operation expands even further, the Operations Section Chief appoints a Director to manage the Groups.

Ask the group the following question: **On the organizational chart, the title of the organizational component managed by a Director would be called the Emergency Services \_\_\_\_\_.**



**Caption:** Organizational chart showing Operations Section and below it a component titled "Emergency Services". Under that are two components titled "Medical (EMS) Group" and "HazMat Group".

Allow time to respond. If not mentioned, tell the participants that the correct answer is Branch. Branches are used when the number of Divisions or Groups exceeds the span of control and can be either geographical or functional.



Visual 5.24

### Planning Section Chief



Planning Section Chief

#### The Planning Section Chief:

- Gathers, analyzes, and disseminates information and intelligence.
- Manages the planning process.
- Compiles the Incident Action Plan.
- Manages Technical Specialists.

Unit 5:  
General Staff Functions

Visual 5.24

**Visual Description:** Planning Section Chief

### Instructor Notes

The Planning Section Chief:

- Gathers, analyzes, and disseminates information and intelligence.
- Manages the planning process.
- Compiles the Incident Action Plan.
- Manages Technical Specialists.



Visual 5.25

### Planning Section

- Maintains resource status.
- Maintains and displays situation status.
- Prepares the Incident Action Plan.
- Develops alternative strategies.
- Provides documentation services.
- Prepares the Demobilization Plan.
- Provides a primary location for Technical Specialists assigned to an incident.



Unit 5:  
General Staff Functions

Visual 5.25

**Visual Description:** Planning Section

### Instructor Notes

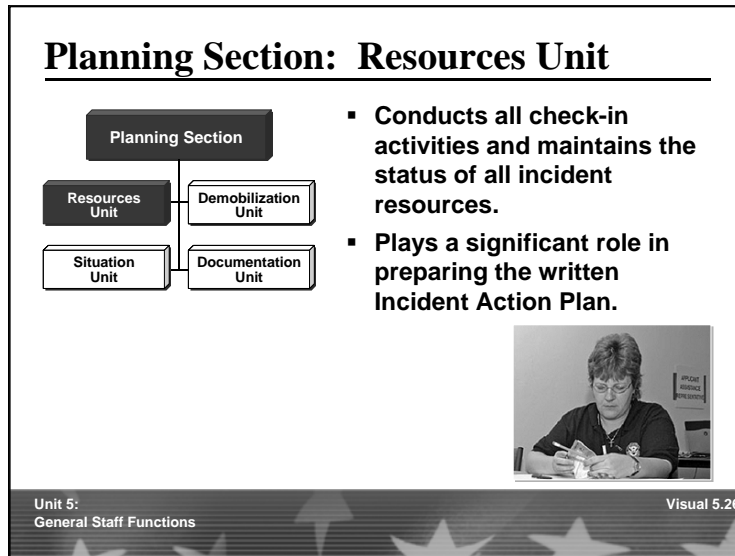
Tell the group that now that they have heard from the Planning Section Chief, they will learn about the roles and responsibilities for the rest of the Planning Section.

#### The Planning Section:

- Maintains resource status.
- Maintains and displays situation status.
- Prepares the Incident Action Plan.
- Develops alternative strategies.
- Provides documentation services.
- Prepares the Demobilization Plan.
- Provides a primary location for Technical Specialists assigned to an incident.



Visual 5.26



**Visual Description:** Planning Section: Resources Unit

### Instructor Notes

Tell the participants that the Planning Section can be further staffed with four Units:

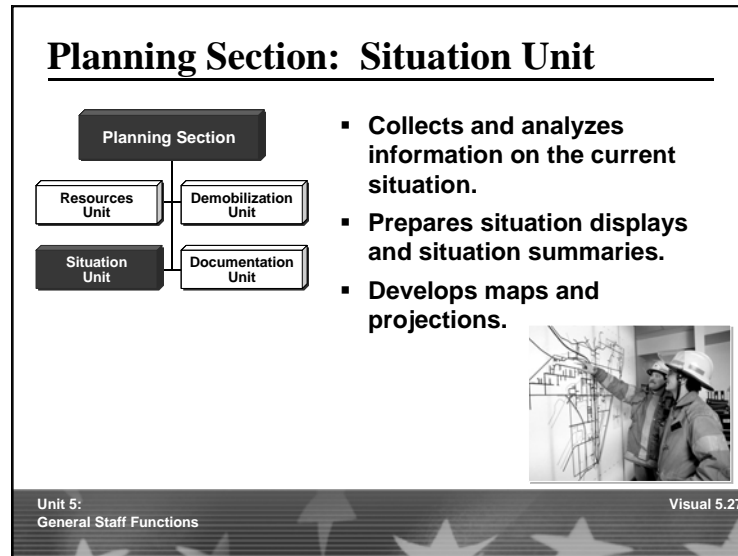
- Resources Unit
- Situation Unit
- Demobilization Unit
- Documentation Unit

This visual explains the role of the Resources Unit. **The Resources Unit:**

- Conducts all check-in activities and maintains the status of all incident resources.
- Plays a significant role in preparing the written Incident Action Plan.



Visual 5.27



**Visual Description:** Planning Section: Situation Unit

### Instructor Notes

Tell the group that the Planning Section may also include a Situation Unit.

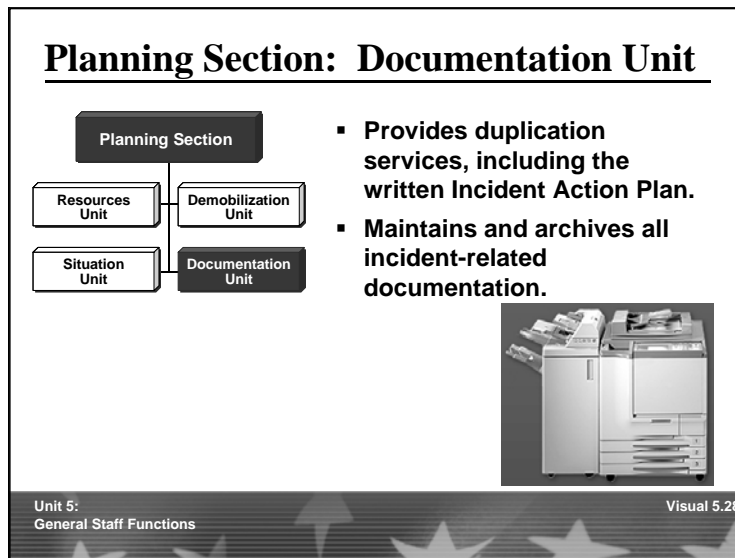
#### The Situation Unit:

- Collects and analyzes information on the current situation.
- Prepares situation displays and situation summaries.
- Develops maps and projections.





Visual 5.28



**Visual Description:** Planning Section: Documentation Unit

### Instructor Notes

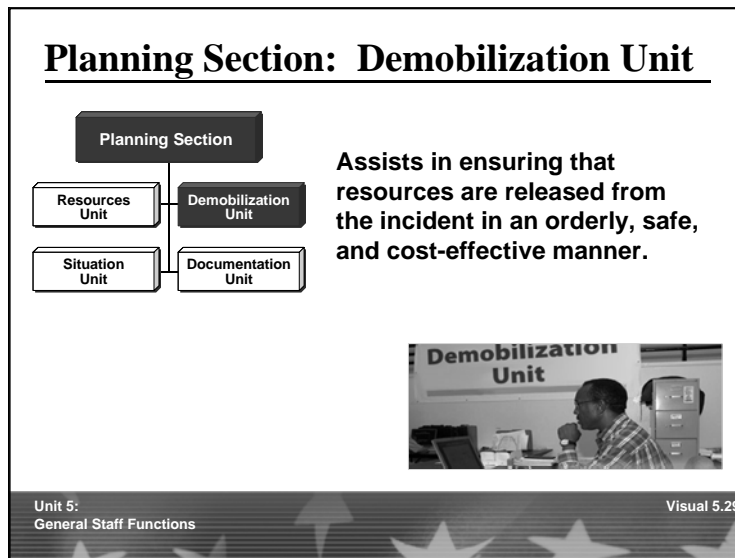
Tell the participants that the next Planning Section Unit we will cover is the Documentation Unit.

#### The Documentation Unit:

- Provides duplication services, including the written Incident Action Plan.
- Maintains and archives all incident-related documentation.



Visual 5.29



**Visual Description:** Planning Section: Demobilization Unit

### Instructor Notes

Tell the group that the last Planning Section Unit we will cover is the Demobilization Unit.

The Demobilization Unit assists in ensuring that resources are released from the incident in an orderly, safe, and cost-effective manner.



Visual 5.30

### **Planning Section: Technical Specialists**

- Provide special expertise useful in incident management and response.
- May be assigned to work in the Planning Section or in other Sections.



Unit 5:  
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Visual 5.30

**Visual Description:** Planning Section: Technical Specialists

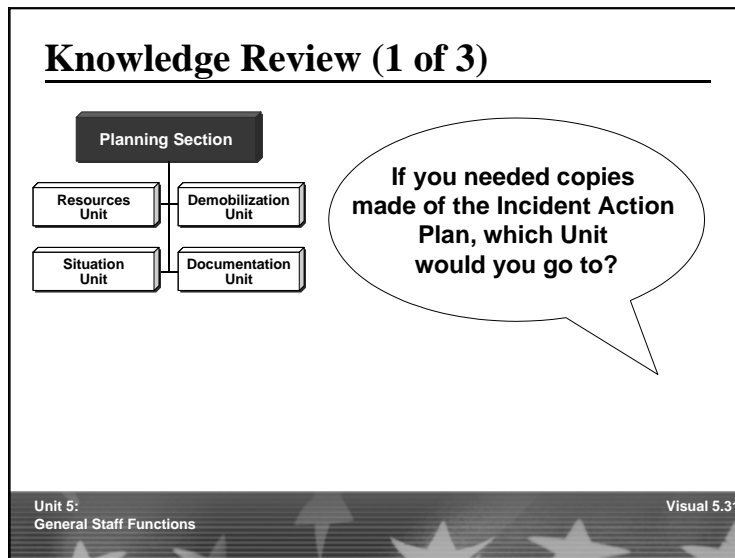
### **Instructor Notes**

Explain that the Planning Section may also include Technical Specialists who provide special expertise.

Point out that Technical Specialists may be assigned to work in the Planning Section or in other Sections.



Visual 5.31



**Visual Description:** Knowledge Review – If you needed copies made of the Incident Action Plan, which Unit would you go to? The options are Resources Unit, Demobilization Unit, Situation Unit, or Documentation Unit.

### Instructor Notes

Ask the participants the following question:

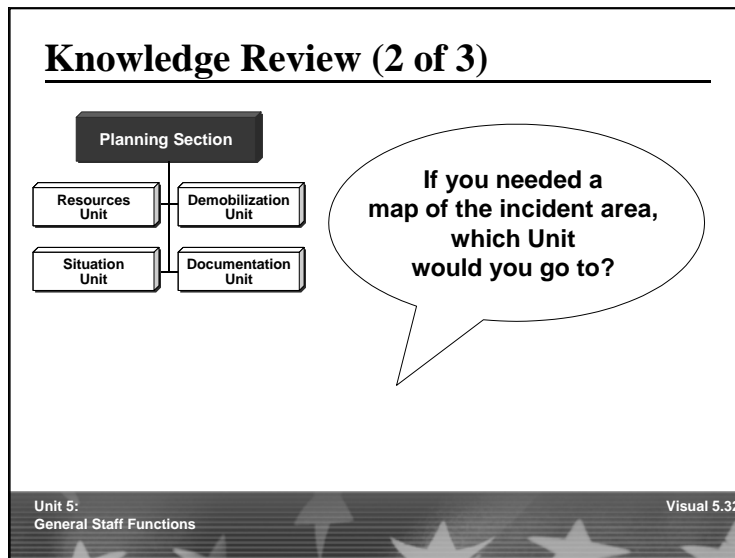
**If you needed copies made of the Incident Action Plan, which Planning Section Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Documentation Unit. The Documentation Unit provides all duplication services.



Visual 5.32



**Visual Description:** Knowledge Review – If you needed a map of the incident area, which Unit would you go to? The options are Resources Unit, Demobilization Unit, Situation Unit, or Documentation Unit.

### Instructor Notes

Ask the group the following question:

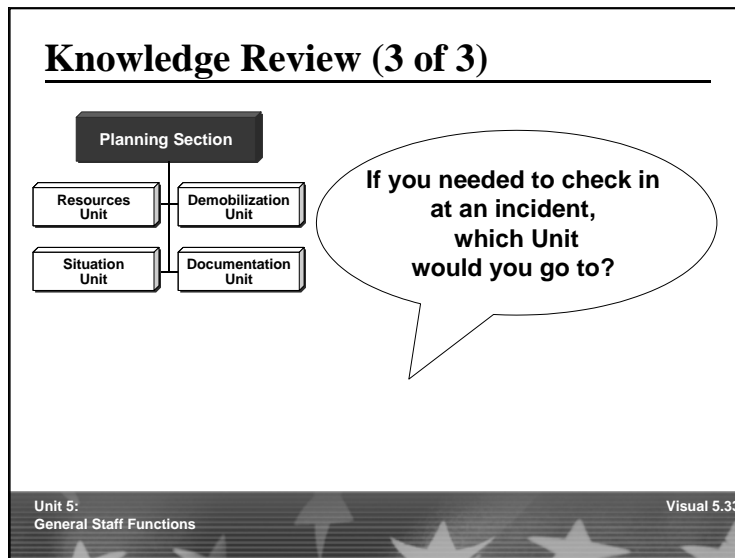
**If you needed a map of the incident area, which Planning Section Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Situation Unit. The Situation Unit develops maps and projections and prepares situation displays and situation summaries.



Visual 5.33



**Visual Description:** Knowledge Review – If you needed to check in at an incident, which Unit would you go to? The options are Resources Unit, Demobilization Unit, Situation Unit, or Documentation Unit.

### Instructor Notes

Ask the participants the following question:

**If you needed to check in at an incident, which Planning Section Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Resources Unit. The Resources Unit conducts all check-in activities and maintains the status of all incident resources.

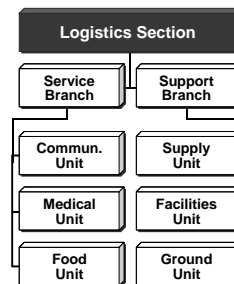


Visual 5.34

### Logistics Section

**Responsible for:**

- Communications.
- Medical support to incident personnel.
- Food for incident personnel.
- Supplies.
- Facilities.
- Ground support.



Unit 5:  
General Staff Functions

Visual 5.34

**Visual Description:** Logistics Section with an organizational chart showing the Service Branch and its Units (Communications Unit, Medical Unit, Food Unit) and the Support Branch and its Units (Supply Unit, Facilities Unit, Ground Unit)

### Instructor Notes

Tell the participants that they will now learn about the Logistics Section. The Incident Commander will determine if there is a need for a Logistics Section. The size of the incident, complexity of support needs, and incident length will determine whether a separate Logistics Section is established.

Explain that the Logistics Section is responsible for:

- Communications.
- Medical support to incident personnel.
- Food for incident personnel.
- Supplies.
- Facilities.
- Ground support.

Point out that, as the chart on the visual shows, the Logistics Section can include two Branches and six Units:

- Service Branch: Communications Unit, Medical Unit, Food Unit
- Support Branch: Supply Unit, Facilities Unit, Ground Unit



Visual 5.35

### Logistics Section Chief



Logistics Section Chief

**The Logistics Section Chief:**

- Provides resources and services required to support incident activities.
- Develops portions of Incident Action Plan and forwards them to Planning Section.
- Contracts for and purchases goods and services needed at the incident.

Unit 5:  
General Staff Functions

Visual 5.35

**Visual Description:** Logistics Section Chief

### Instructor Notes

Tell the group the following about the role of the Logistics Section Chief in the ICS:

- Provides resources and services required to support incident activities.
- Develops portions of Incident Action Plan and forwards them to Planning Section.
- Contracts for and purchases goods and services needed at the incident.





Visual 5.36



**Visual Description:** Logistics Section: Service Branch

### Instructor Notes

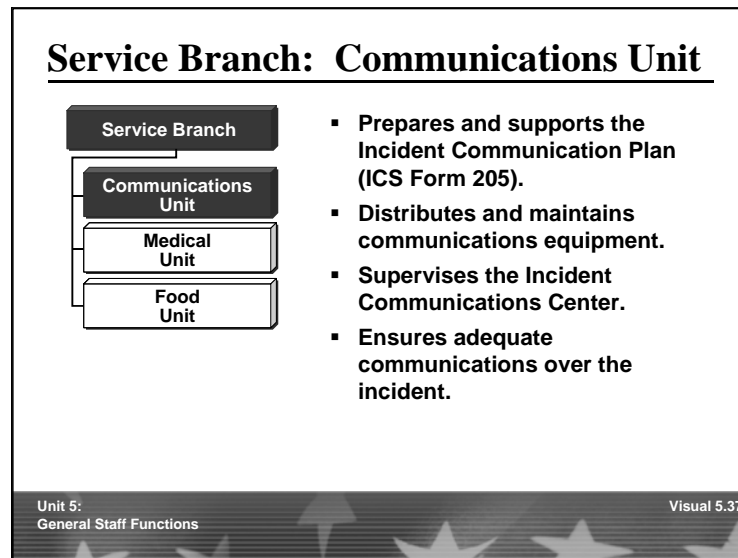
Remind the group that the Logistics Section may include two Branches – the Service Branch and the Support Branch. Explain that we will first cover the Units in the Service Branch.

The Service Branch may include the following Units:

- Communications Unit
- Medical Unit
- Food Unit



Visual 5.37



**Visual Description:** Service Branch: Communications Unit

### Instructor Notes

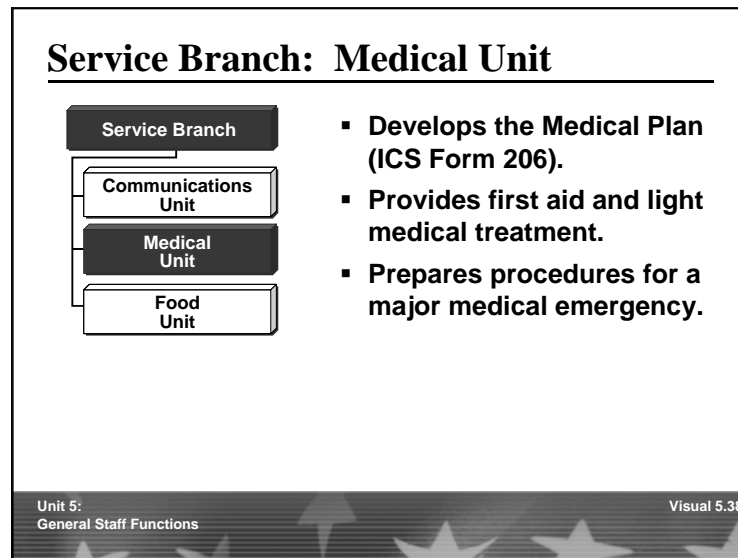
Tell the participants that the first Service Branch Unit we will learn about is the Communications Unit.

#### The Communications Unit:

- Prepares and supports the Incident Communication Plan (ICS Form 205).
- Distributes and maintains communications equipment.
- Supervises the Incident Communications Center.
- Establishes adequate communications over the incident.



Visual 5.38



**Visual Description:** Service Branch: Medical Unit

### Instructor Notes

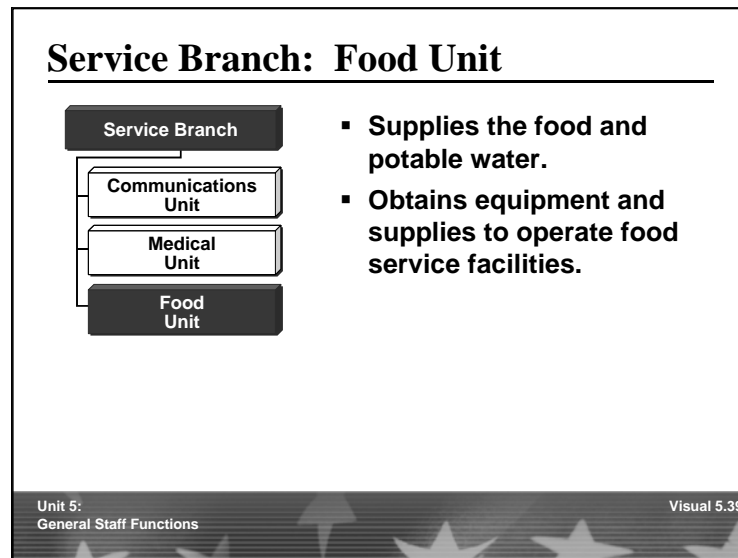
Explain that the Service Branch may also include a Medical Unit.

#### The Medical Unit:

- Develops the Medical Plan (ICS Form 206).
- Provides first aid and light medical treatment.
- Prepares procedures for a major medical emergency.



Visual 5.39



**Visual Description:** Service Branch: Food Unit

### Instructor Notes

Tell the participants that the last Unit that may be part of the Service Branch is the Food Unit.

#### The Food Unit:

- Supplies the food and potable water.
- Obtains equipment and supplies to operate food service facilities.



Visual 5.40



**Visual Description:** Logistics Section: Support Branch

### Instructor Notes

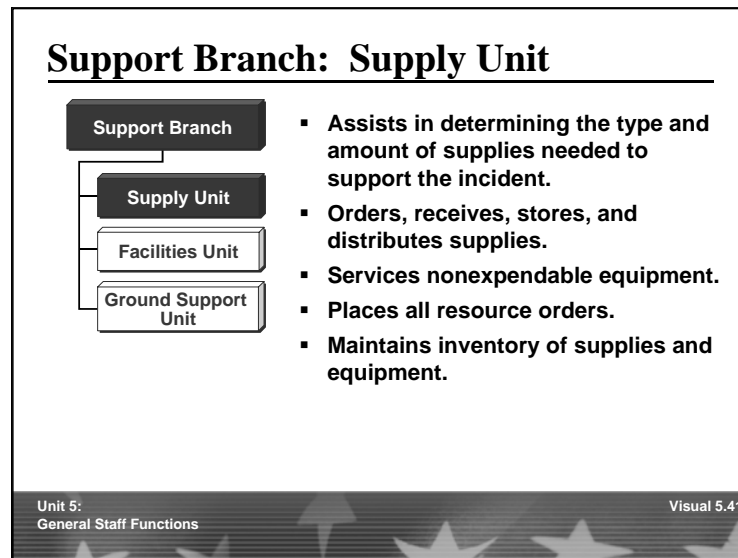
Explain that in addition to the Service Branch, there also may be a Support Branch in the Logistics Section.

The Support Branch may include a:

- Supply Unit
- Facilities Unit
- Ground Support Unit



Visual 5.41



**Visual Description:** Support Branch: Supply Unit

### Instructor Notes

Tell the group that the first Support Branch Unit that they will learn about is the Supply Unit.

### The Supply Unit:

- Assists in determining the type and amount of supplies needed to support the incident.
- Orders, receives, stores, and distributes supplies.
- Services nonexpendable equipment.
- Places all resource orders.
- Maintains inventory of supplies and equipment.



Visual 5.42



**Visual Description:** Support Branch: Facilities Unit

### Instructor Notes

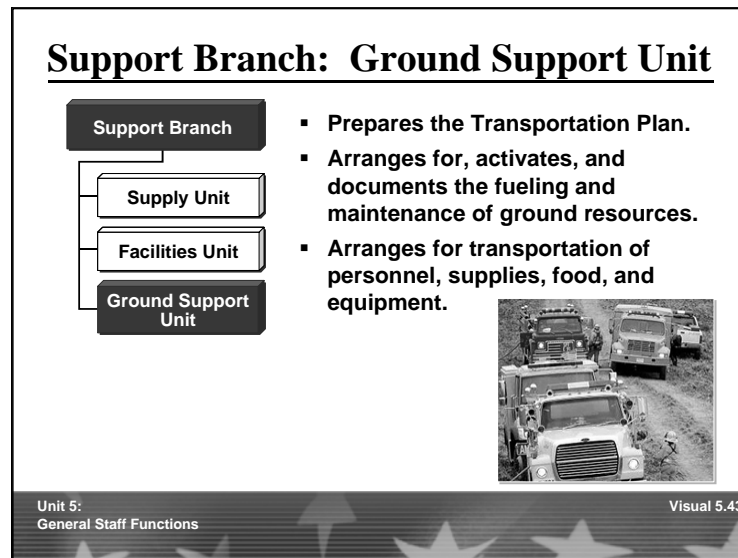
Explain that there may also be a Facilities Unit as part of the Support Branch.

#### The Facilities Unit:

- Sets up and maintains facilities.
- Provides managers for Base and Camps.
- Provides facility security and maintenance services (sanitation, lighting, cleanup).



Visual 5.43



**Visual Description:** Support Branch: Ground Support Unit

### Instructor Notes

Tell the group that the Support Branch may also have a Ground Support Unit.

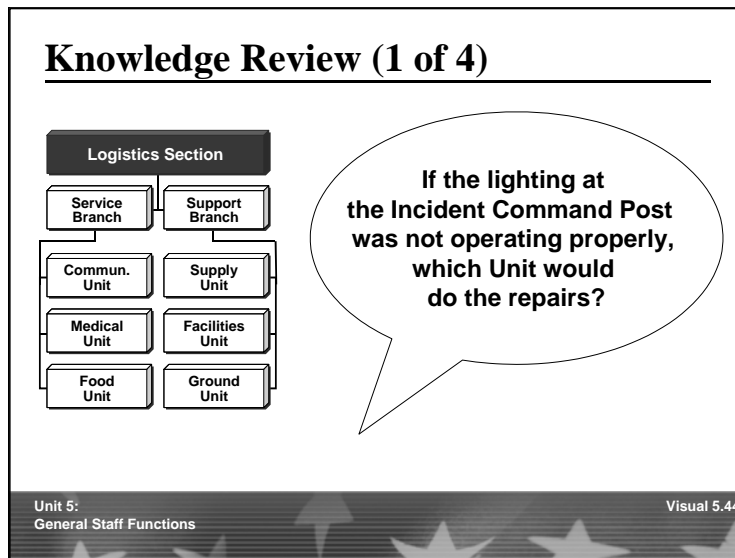
### The Ground Support Unit:

- Prepares the Transportation Plan.
- Arranges for, activates, and documents the fueling and maintenance of ground resources.
- Arranges for transportation of personnel, supplies, food, and equipment.





Visual 5.44



**Visual Description:** Knowledge Review - If the lighting at the Incident Command Post was not operating properly, which Unit would do the repairs? The options are: Communications Unit, Medical Unit, Food Unit, Supply Unit, Facilities Unit, or Ground Unit.

### Instructor Notes

Ask the participants the following question:

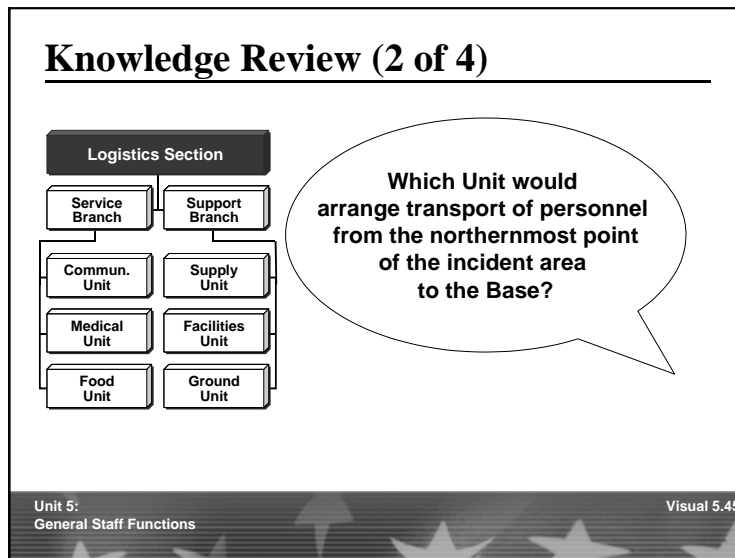
**If the lighting at the Incident Command Post was not operating properly, which Unit would do the repairs?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Facilities Unit. The Facilities Unit is responsible for facility security and facility maintenance services such as sanitation, lighting, and cleanup.



Visual 5.45



**Visual Description:** Knowledge Review - Which Unit would arrange transport of personnel from the northernmost point of the incident area to the Base? The options are: Communications Unit, Medical Unit, Food Unit, Supply Unit, Facilities Unit, or Ground Unit.

### Instructor Notes

Ask the group the following question:

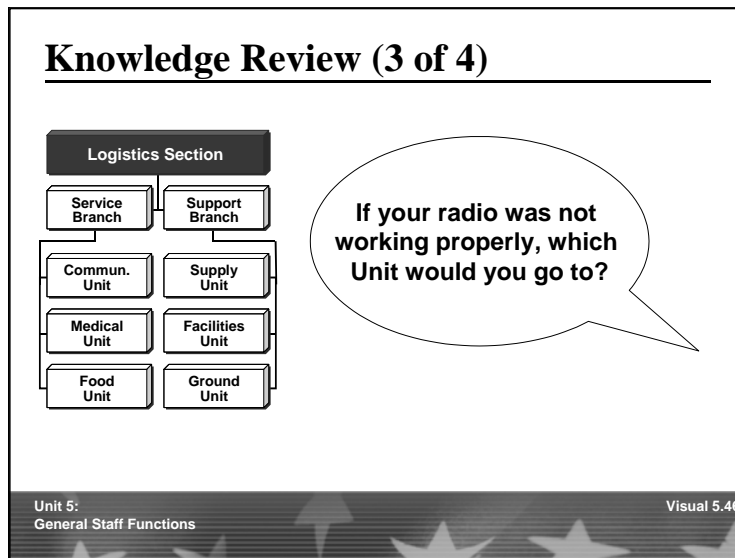
**Which Unit would arrange transport of personnel from the northernmost point of the incident area to the Base?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Ground Support Unit. The Ground Support Unit arranges transportation of personnel, supplies, food, and equipment.



Visual 5.46



**Visual Description:** Knowledge Review - If your radio was not working properly, which Logistics Section Unit would you go to? The options are: Communications Unit, Medical Unit, Food Unit, Supply Unit, Facilities Unit, or Ground Unit.

### Instructor Notes

Ask the group the following question:

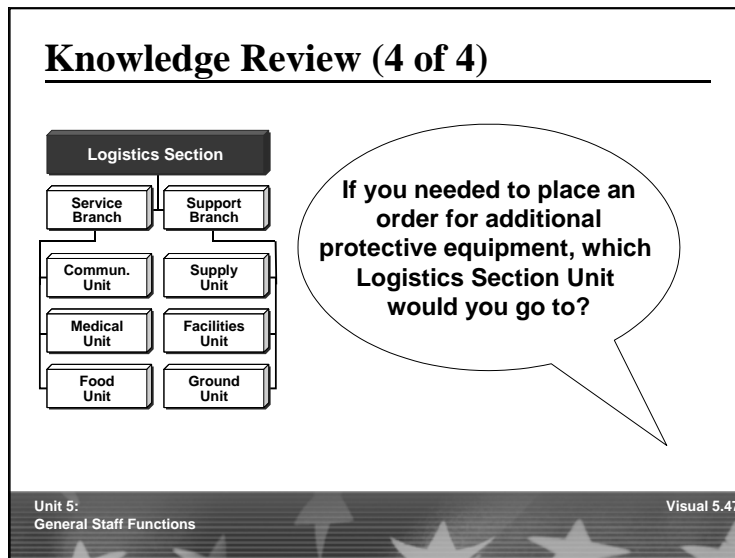
**If your radio was not working properly, which Logistics Section Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Communications Unit. The Communications Unit distributes and maintains communications equipment such as radios.



Visual 5.47



**Visual Description:** Knowledge Review – If you needed to place an order for additional protective equipment, which Logistics Section Unit would you go to? The options are: Communications Unit, Medical Unit, Food Unit, Supply Unit, Facilities Unit, or Ground Unit.

### Instructor Notes

Ask the group the following question:

**If you needed to place an order for additional protective equipment, which Logistics Section Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Supply Unit. All resource orders are placed through the Supply Unit.



Visual 5.48

### Finance/Administration Section Chief



Finance/Administration  
Section Chief

#### The Finance/Admin Section Chief:

- Is responsible for financial and cost analysis.
- Oversees contract negotiations.
- Tracks personnel and equipment time.
- Processes claims for accidents and injuries.
- Works with Logistics to ensure resources are procured.

Unit 5:  
General Staff Functions

Visual 5.48

**Visual Description:** Finance/Administration Section Chief

### Instructor Notes

Tell the group that the role of the Finance/Administration Section Chief in the ICS includes the following:

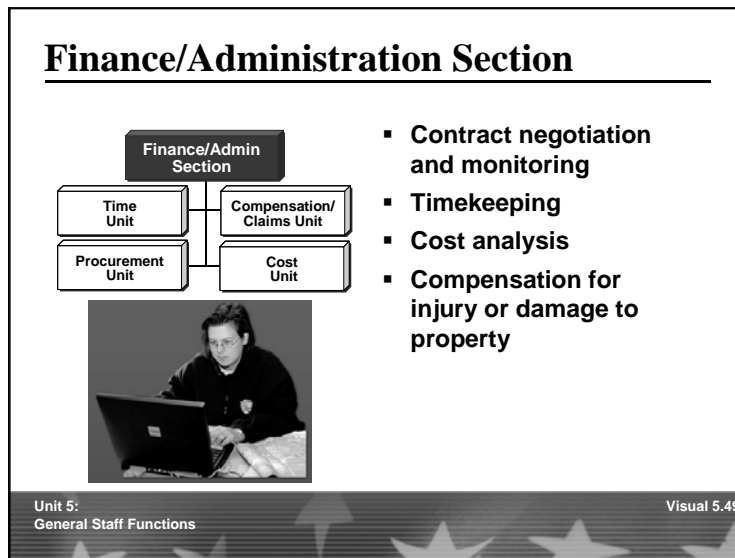
- Is responsible for financial and cost analysis.
- Oversees contract negotiations.
- Tracks personnel and equipment time.
- Processes claims for accidents and injuries.
- Works with Logistics to ensure resources are procured.

## Topic

## Finance/Administration Section



Visual 5.49



**Visual Description:** Finance/Administration Section

**Instructor Notes**

Tell the participants that the Finance/Administration Section is responsible for:

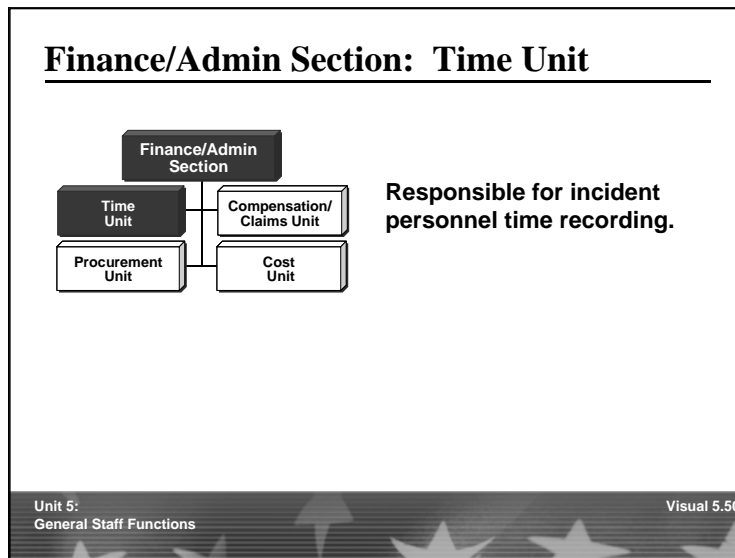
- Contract negotiation and monitoring.
- Timekeeping.
- Cost analysis.
- Compensation for injury or damage to property.

Point out that as the chart on the visual shows, the Finance/Administration Section may include the following Units:

- Time Unit
- Procurement Unit
- Compensation/Claims Unit
- Cost Unit



Visual 5.50



**Visual Description:** Finance/Administration Section: Time Unit

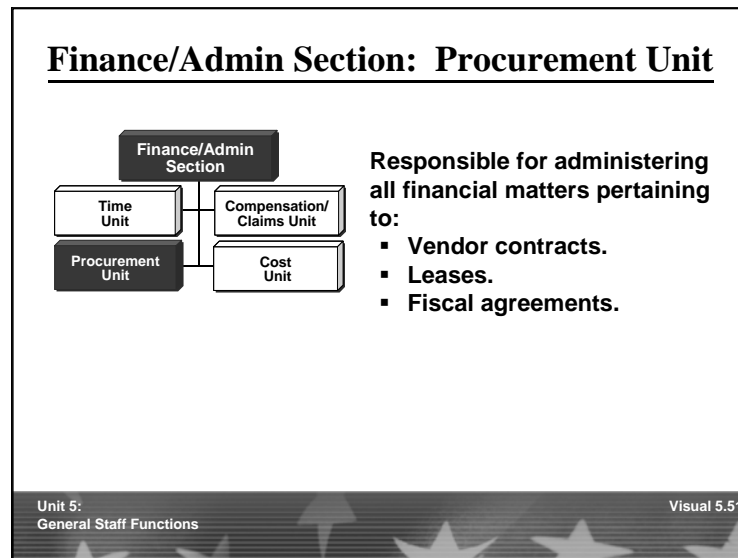
### Instructor Notes

Tell the participants that the first Finance/Administration Section Unit that they will learn about is the Time Unit.

Explain that the Time Unit is responsible for incident personnel time recording.



Visual 5.51



**Visual Description:** Finance/Administration Section: Procurement Unit

### Instructor Notes

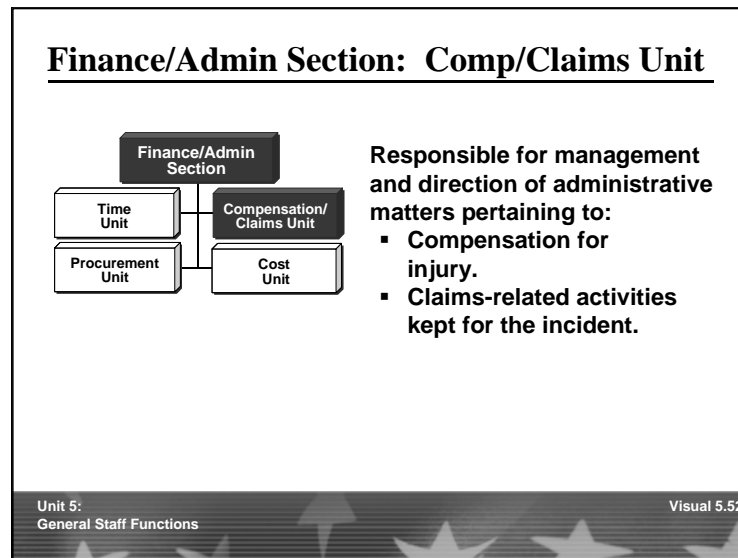
Explain that the Procurement Unit is responsible for administering all financial matters pertaining to:

- Vendor contracts.
- Leases.
- Fiscal agreements.





Visual 5.52



**Visual Description:** Finance/Administration Section: Compensation/Claims Unit

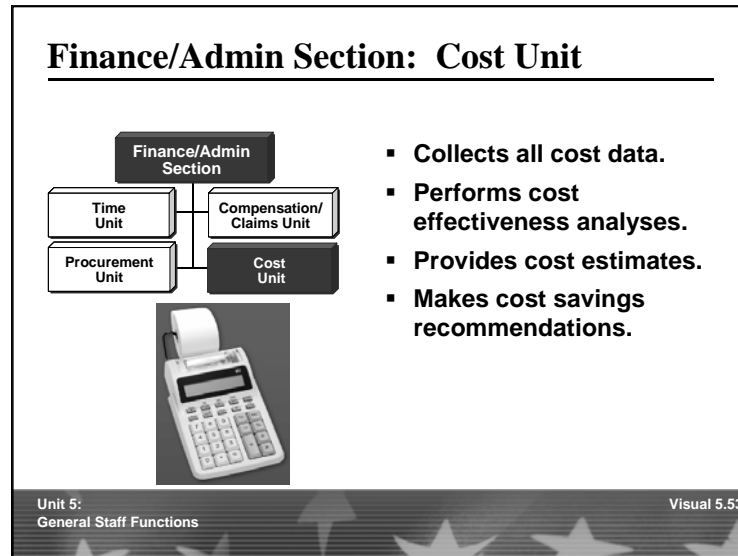
### Instructor Notes

Explain that the Compensation/Claims Unit is responsible for management and direction of administrative matters pertaining to:

- Compensation for injury.
- Claims-related activities kept for the incident.



Visual 5.53



**Visual Description:** Finance/Administration Section: Cost Unit

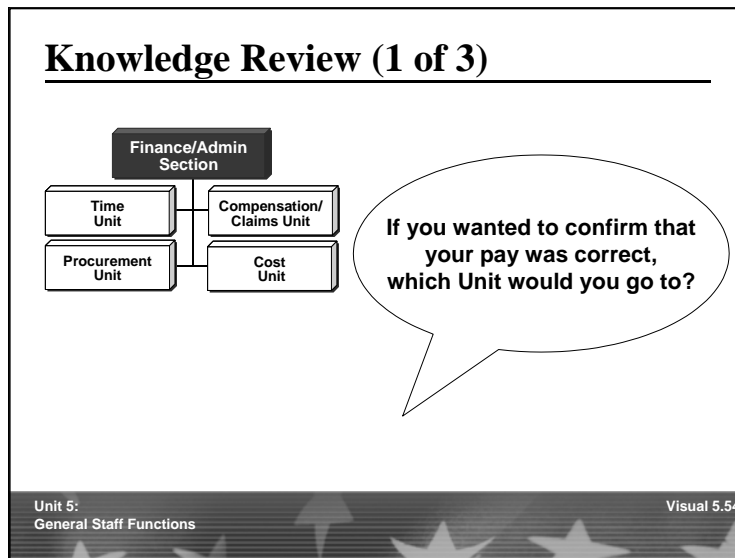
### Instructor Notes

Tell participants that the last Unit in the Finance/Administration Section is the Cost Unit. The Cost Unit:

- Collects all cost data.
- Performs cost effectiveness analyses.
- Provides cost estimates.
- Makes cost savings recommendations.



Visual 5.54



**Visual Description:** Knowledge Review: If you wanted to confirm that your pay was correct, which Unit would you go to? The options are the Time Unit, Procurement Unit, Compensation/Claims Unit, or Cost Unit.

### Instructor Notes

Ask the group the following question:

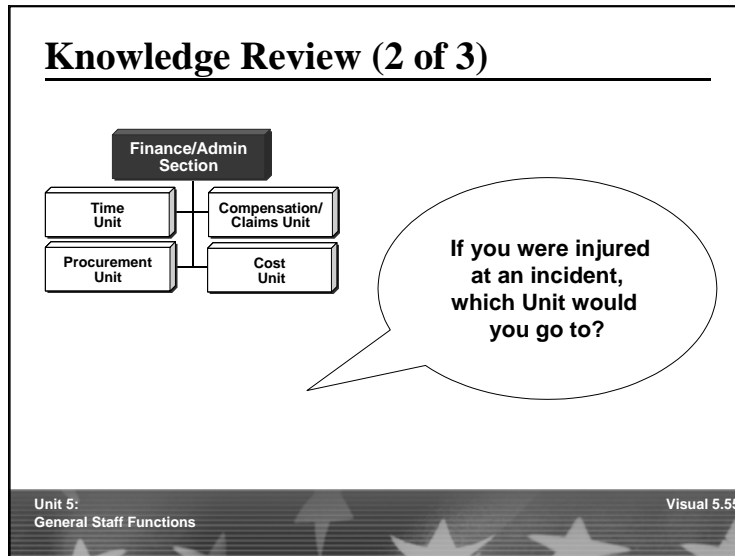
**If you wanted to confirm that your pay was correct, which Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Time Unit. The Time Unit is responsible for incident personnel time recording.



Visual 5.55



**Visual Description:** Knowledge Review – If you were injured at an incident, which Unit would you go to? The options are the Time Unit, Procurement Unit, Compensation/Claims Unit, or Cost Unit.

### Instructor Notes

Ask the group the following question:

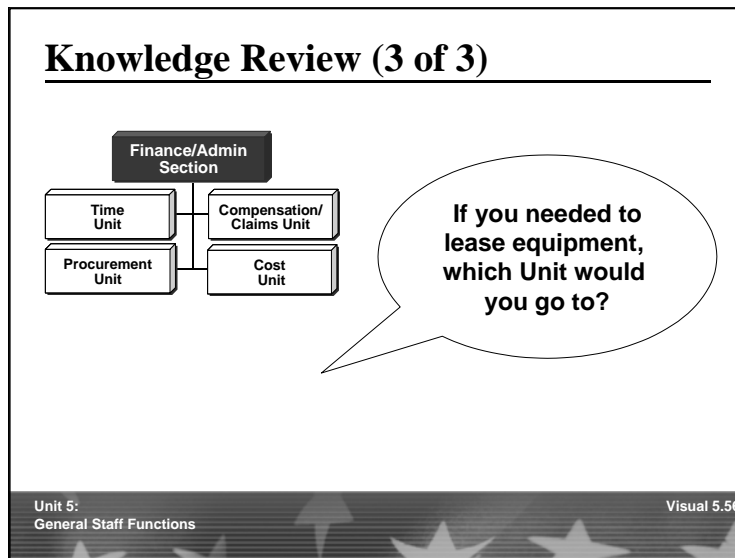
**If you were injured at an incident, which Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Compensation/Claims Unit. This Unit is responsible for the management of all matters pertaining to compensation for injury and claims-related activities.



Visual 5.56



**Visual Description:** Knowledge Review – If you needed to lease equipment, which Unit would you go to? The options are the Time Unit, Procurement Unit, Compensation/Claims Unit, or Cost Unit.

### Instructor Notes

Ask the group the following question:

**If you needed to lease equipment, which Unit would you go to?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Procurement Unit. This Unit administers all financial matters pertaining to vendor contracts, leases, and fiscal agreements.



Visual 5.57

**General Staff Functions: Case Study (1 of 7)**

**Instructions:** Read the scenario below and then answer the question.

**The Scenario:** At 4:30 p.m. on a chilly autumn day, a parent calls 911 to report a missing 3-year-old child. The child was outside playing and may have wandered off into a vast wooded area adjacent to the home. A local police officer arrives at the scene, establishing the initial ICS organization.

In the ICS organization described above, Police Officer Unit 1 has assumed which role?

?

(Police Officer Unit 1)

Unit 5:  
General Staff Functions

Visual 5.57

**Visual Description:** General Staff Functions: Case Study (1 of 7)

**Instructor Notes**

Tell the participants to review the scenario described on the visual.

**At 4:30 p.m. on a chilly autumn day, a parent calls 911 to report a missing 3-year-old child. The child was outside playing and may have wandered off into a vast wooded area adjacent to the home. A local police officer arrives at the scene, establishing the initial ICS organization.**

Ask the group the following question:

**In the ICS organization described above, Police Officer Unit 1 has assumed which role?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Incident Commander. The Police Officer was the first on the scene and was responsible for establishing the initial ICS organization. He or she was functioning as the Incident Commander.



Visual 5.58

**General Staff Functions: Case Study (2 of 7)****The Scenario Continues:**

A Police Chief arrives at the scene, along with news crews and numerous volunteers.

What must happen before the Chief assumes the Incident Commander role?



Unit 5:  
General Staff Functions

Visual 5.58

**Visual Description:** General Staff Functions: Case Study (2 of 7)

**Instructor Notes**

Tell the group to review the scenario described on the visual.

**A Police Chief arrives at the scene, along with news crews and numerous volunteers.**

Ask the class the following question:

**What must happen before the Chief assumes the Incident Commander role?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is that there must be a transfer of command briefing for the incoming Incident Commander. In this case, the Police Chief must be briefed by Police Officer Unit I.

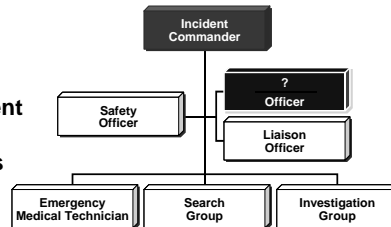


Visual 5.59

### General Staff Functions: Case Study (3 of 7)

#### The Scenario Continues:

A transfer of command briefing occurs and the Chief assumes the Incident Commander role. All Command Staff positions are filled.



What is the correct title of the Command Staff member who will manage the media and ensure that the correct messages are communicated?

Unit 5:  
General Staff Functions

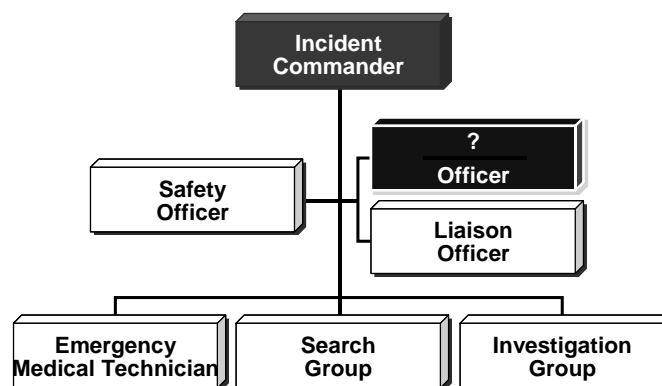
Visual 5.59

**Visual Description:** General Staff Functions: Case Study (3 of 7)

### Instructor Notes

Tell the group to review the scenario described on the visual. **The Chief assumes the Incident Commander role and assigns personnel to fill all Command Staff positions.**

Ask the participants the following question: **What is the correct title of the Command Staff member who will manage the media and ensure that the correct messages are communicated?**



Caption: Organizational chart with Incident Commander, Safety Officer, [?] Officer, Liaison Officer, Emergency Medical Technician, Search Group, and Investigation Group.

Allow time to respond. If not mentioned, tell the participants that the correct answer is the Public Information Officer (PIO). The PIO serves as the conduit for information to internal and external stakeholders, including the media.





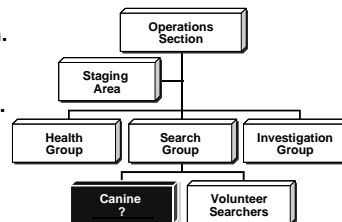
Visual 5.60

### General Staff Functions: Case Study (4 of 7)

#### The Scenario Continues:

The Incident Commander establishes an Operations Section.

Within the Search Group, four canine search teams are assigned. The teams have identical resources. The teams are using common communications and are operating under the direct supervision of a Leader.



What is the correct title of this organization?  
If the resources continue to expand, what might the Operations Section Chief do?

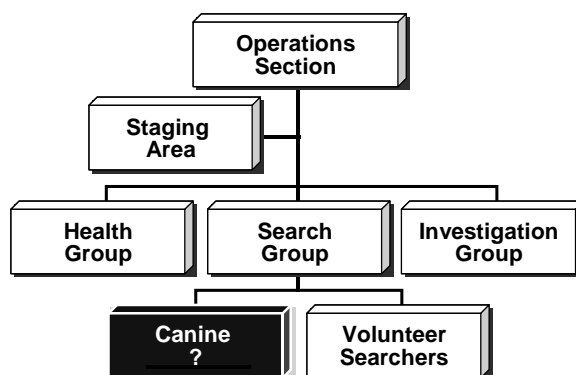
Unit 5:  
General Staff Functions

Visual 5.60

**Visual Description:** General Staff Functions: Case Study (4 of 7)

### Instructor Notes

Tell the group to review the scenario described on the visual. (See enlarged chart below.) **The Incident Commander establishes an Operations Section. Within the Search Group, four canine search teams are assigned. The teams have identical resources. The teams are using common communications and are operating under the direct supervision of a Leader.**



Caption: Organizational chart showing the Operations Section. Reporting to the Operations Section are the following: Staging Area, Health Group, Search Group, Investigation Group, Canine [?], and Volunteer Searchers.

Ask the group the following question: **What is the correct title of this organization?**

Allow time to respond. If not mentioned, tell the participants that the correct answer is the Strike Team.

Ask the group the following question: **If the resources continue to expand, what might the Operations Section Chief do?**

Allow time to respond. Facilitate a discuss about how the Operations Section Chief could add levels of supervisors including the addition of:

- **Divisions**, which are used to divide an incident geographically.
- **Branches**, which are used when the number of Divisions or Groups exceeds the span of control and can be either geographical or functional.

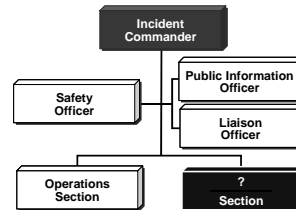


Visual 5.61

### General Staff Functions: Case Study (5 of 7)

#### The Scenario Continues:

After the first hour, the Incident Commander establishes a second Section that will develop the Incident Action Plan and track the status of resources on the scene.



What is the correct title of this Section?

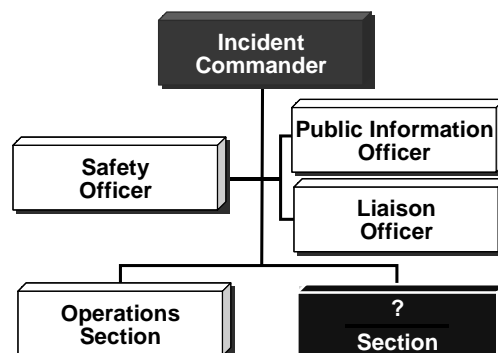
Unit 5:  
General Staff Functions

Visual 5.61

**Visual Description:** General Staff Functions: Case Study (5 of 7)

### Instructor Notes

Tell participants to review the scenario described on the visual. **After the first hour, the Incident Commander establishes a second Section that will develop the Incident Action Plan and track the status of resources on the scene.**



Caption: Organizational chart with Incident Commander, Command Staff, and Operations Section. A second Section has been added.

Ask the group the following question: **What is the correct title of this Section?**

Allow time to respond. If not mentioned, tell the participants that the correct answer is the Planning Section. As part of its many responsibilities, the Planning Section prepares and documents the Incident Action Plan (IAP).



Visual 5.62

### General Staff Functions: Case Study (6 of 7)

#### The Scenario Continues:

As night falls, more than 100 personnel are on the scene searching for the missing child. Given the number of personnel on the scene, there is a need to provide meals, food, first aid, and rest areas for responders.



Which Section is responsible for providing these support resources?

Unit 5:  
General Staff Functions

Visual 5.62

**Visual Description:** General Staff Functions: Case Study (6 of 7)

### Instructor Notes

Tell participants to review the scenario described on the visual. **As night falls, more than 100 personnel are on the scene searching for the missing child. Given the number of personnel on the scene, there is a need to provide meals, food, first aid, and rest areas for responders.**

Ask the group the following question:

**Which Section is responsible for providing these support resources?**

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Logistics Section. As part of its responsibilities, the Logistics Section is responsible for all services and support needs, such as food and medical services.



Visual 5.63

### General Staff Functions: Case Study (7 of 7)

#### The Scenario Continues:

Just before noon the child is found.

Which resources would you demobilize first? Why?



Unit 5:  
General Staff Functions

Visual 5.63

**Visual Description:** General Staff Functions: Case Study (7 of 7)

#### Instructor Notes

Tell participants to review the scenario described on the visual. **Just before noon the child is found.**

Ask the group the following question:

**Which resources would you demobilize first? Why?**

Facilitate a discussion. There is no single correct answer. Use this activity as an opportunity to have the participants think about the need for demobilization planning.

Some of the factors that should be considered during the demobilization of this incident include: continued need for investigative resources, continued media coverage, recognition of volunteers, etc.

## Topic

## Summary



Visual 5.64

### Summary

Are you able to describe the roles and functions of the:

- Operations Section?
- Planning Section?
- Logistics Section?
- Finance/Administration Section?



Unit 5:  
General Staff Functions

Visual 5.64

**Visual Description:** Summary

### Instructor Notes

Ask the participants if they are able to describe the role and function of the:

- Operations Section.
- Planning Section.
- Logistics Section.
- Finance/Administration Section.

Tell the group that the next unit will focus on ICS facilities.